

# ALBERTA FIRST NATIONS TELEHEALTH

## TROUBLESHOOTING!

They  
Can't  
Hear You

1 Unmute your Microphone

2 Their volumes may be low

You Can't  
Hear  
Them

1 Your volumes may be low

2 They need to unmute their microphone

They  
Can't See  
You

1 Open Your Shutter

2 Are you in the camera view?

You Can't  
See  
Them

1 They need to open their

2 Are they in the camera view?

They  
Can't See  
or Hear  
You

1 Are you sure you're connected?

2 Are they on the proper TV input?

You Can't  
See or  
Hear  
Them

1 Are you sure you're connected?

2 Are you on the proper TV input?

CONNECTED...INFORMED...HEALTHIER

videoc@hc-sc.gc.ca

firstnationsTH.ca

780-495-3504

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Is that not helping?



If the troubleshooting tips in these documents have not solved your problem, or you would rather talk it over with somebody, please call:

The Alberta Region FNIH Telehealth Team  
1-888-999-3356

And for non-urgent Telehealth/videoconference questions, you can also email us at  
[videoc@hc-sc.gc.ca](mailto:videoc@hc-sc.gc.ca)

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